

OCS 2007 R2客戶最愛Top3功能進階剖析

講師:謝長明

公司:長成資訊顧問股份有限公司

Chang Cheng Information Consultant Co.,LTD

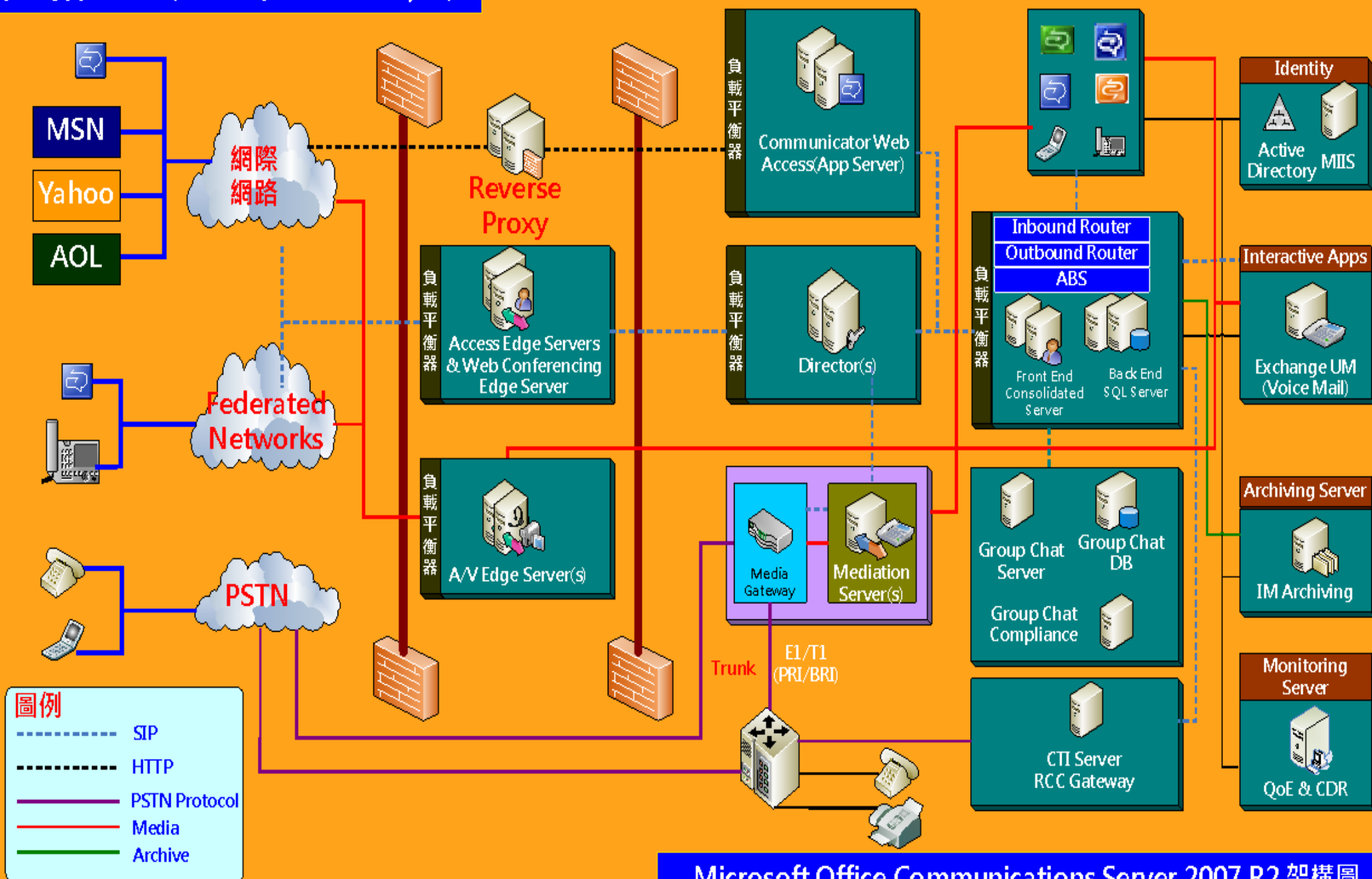
Microsoft Voice Specialized Partners

講座大綱

- 撥入式電話會議的設定與使用
 - 如何在OCS R2的伺服器上建立虛擬的撥入式電話會議室
 - 使用Office Communicator 2007進行撥入式電話會議
 - 使用Live Meeting 2007 進行撥入式電話會議
- CWA伺服器的部署程序與應用
 - CWA伺服器的部署
 - 使用者如何使用CWA (Communicator Web Access)
- 桌面分享功能實際應用與實作
 - 使用Office Communicator 2007進行桌面分享
 - 使用Communicator Web Access 2007進行桌面分享
- 問題與討論

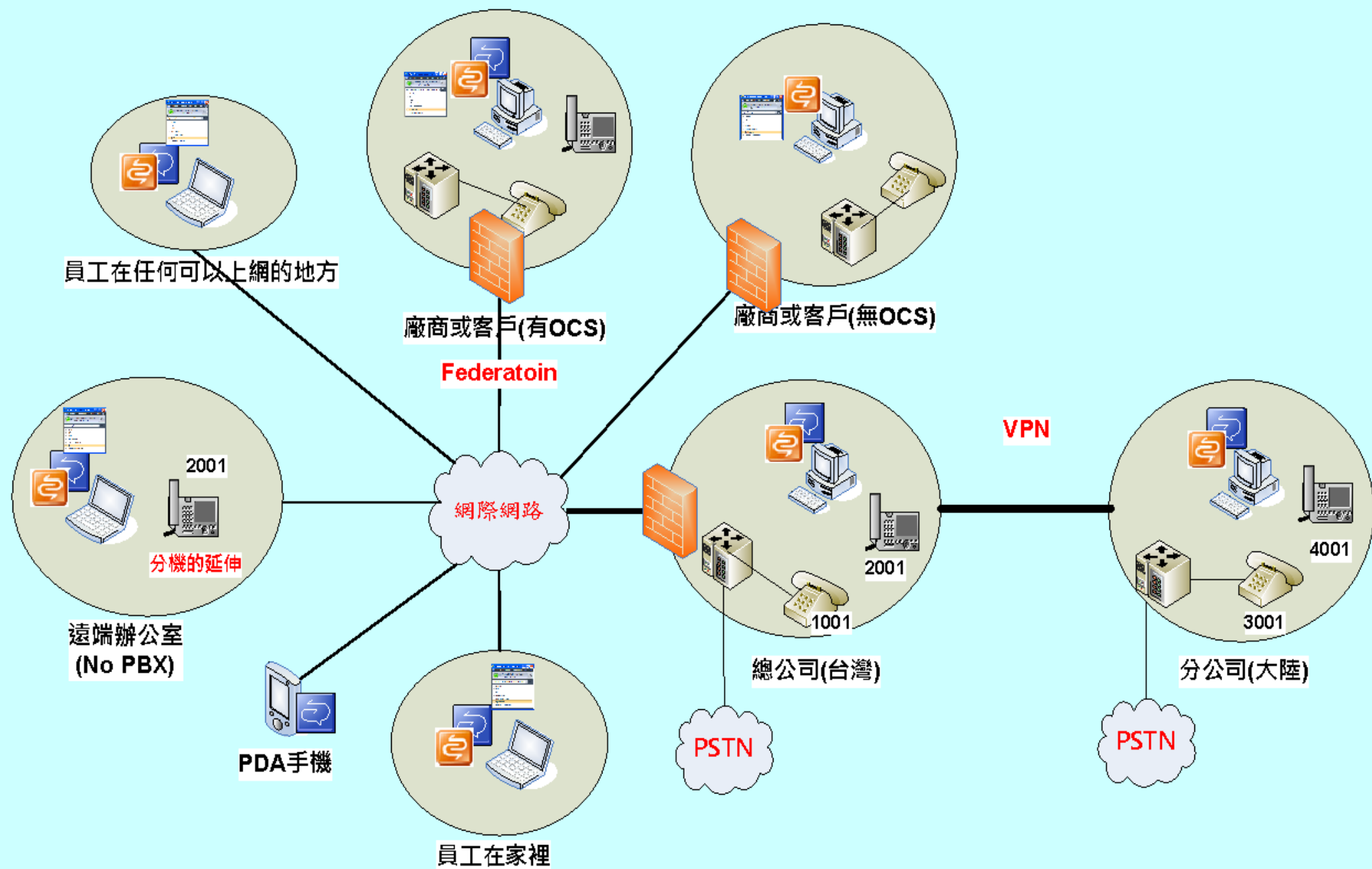
OCS 2007 R2 Reference Topology

長成資訊顧問股份有限公司 製作



Microsoft Office Communications Server 2007 R2 架構圖

OCS 2007 R2通訊整合應用架構



講座大綱

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- 問題與討論

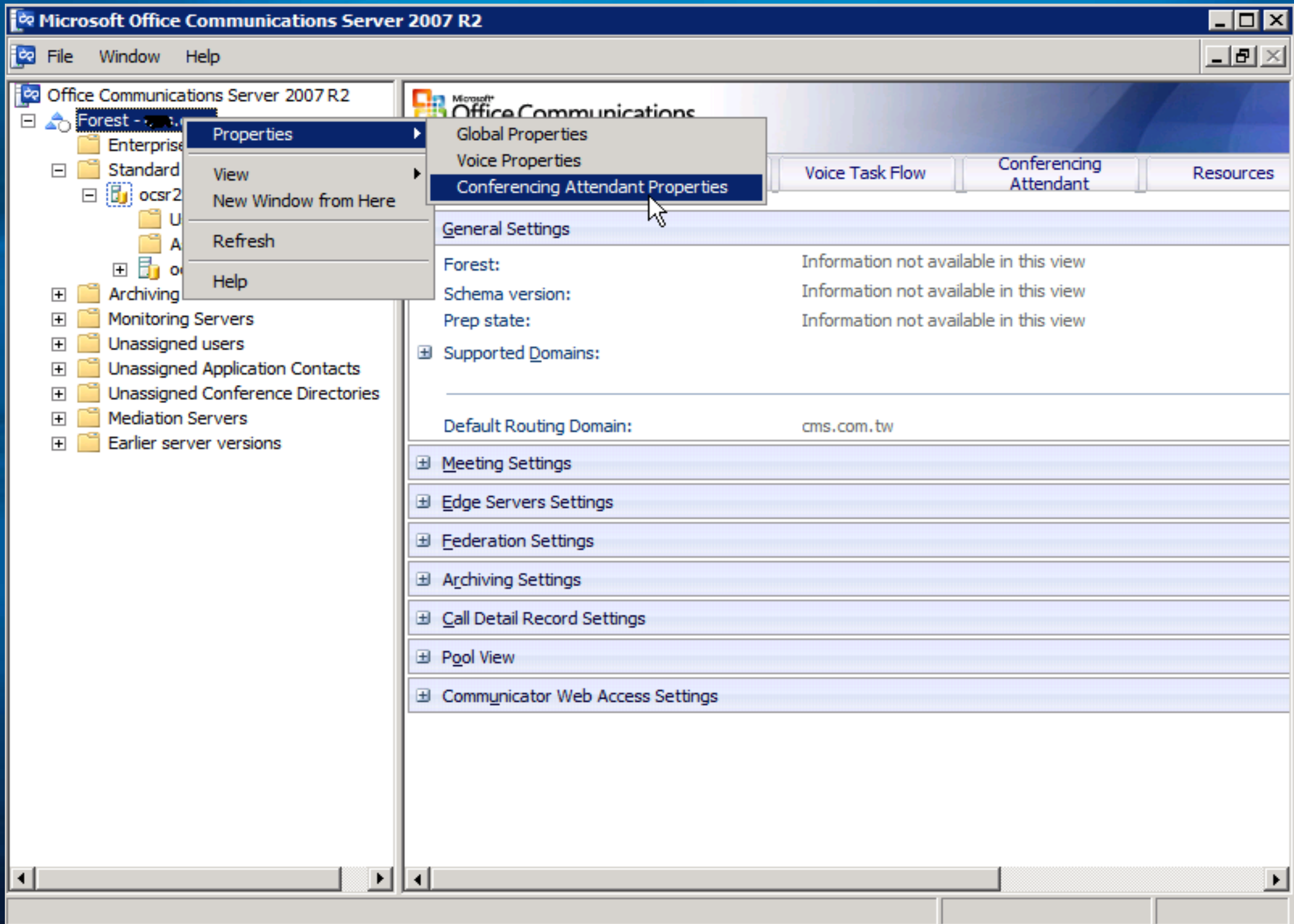
撥入式電話會議示意圖



如何在OCS R2的伺服器上建立虛擬的撥入式電話會議室

- 系統版本的要求
 - OCS R2標準版
 - OCS R2企業版的Front-End上
- 建立撥入電話會議功能的存取電話
 - 開啟Office Communications Server 2007 R2的管理程式
 - 點選Forest-Domain-->Properties-->Conferencing Attendant Properties
 - 新增Access Phone Numbers
 - 選擇Region

撥入式電話會議設定步驟



撥入式電話會議設定步驟 (續)

Office Communications Server Conferencing Attendant Properties

Access Phone Numbers

Regions

Display Number	Phone Number	Served by Pool
+88642234-XXXXX2222	tel: +2222	OCSR2
042234-XXXX ext-2220	tel: +2220	OCSR2
042234-XXXX ext-2221	tel: +2221	OCSR2
042234-XXXX ext-2223	tel: +2223	OCSR2

Office Communications Server Conferencing Attendant Properties

Access Phone Numbers

Regions

Region	Display Text
cmsdp.s corp	Chang Cheng Taichung Office L...

Add...

OK

Add...

Edit...

Remove

OK

Cancel

Apply

Help

Edit Conferencing Attendant Number

Display number:

042234-XXXX ext-2220

Display name:

Meeting Room 2220

Line URI:

tel: +2220

SIP URI:

sip:Microsoft.Rtc.Applications.Caa@ s.com.tw

Advanced...

Served by Pool

OCSR2.s corp

Language Settings

Primary language:

Chinese (Traditional, Taiwan)

Secondary languages (max. 4):

Korean (Korea)

Japanese (Japan)

Chinese (Simplified, PRC)

English (Australia)

Add...

Delete

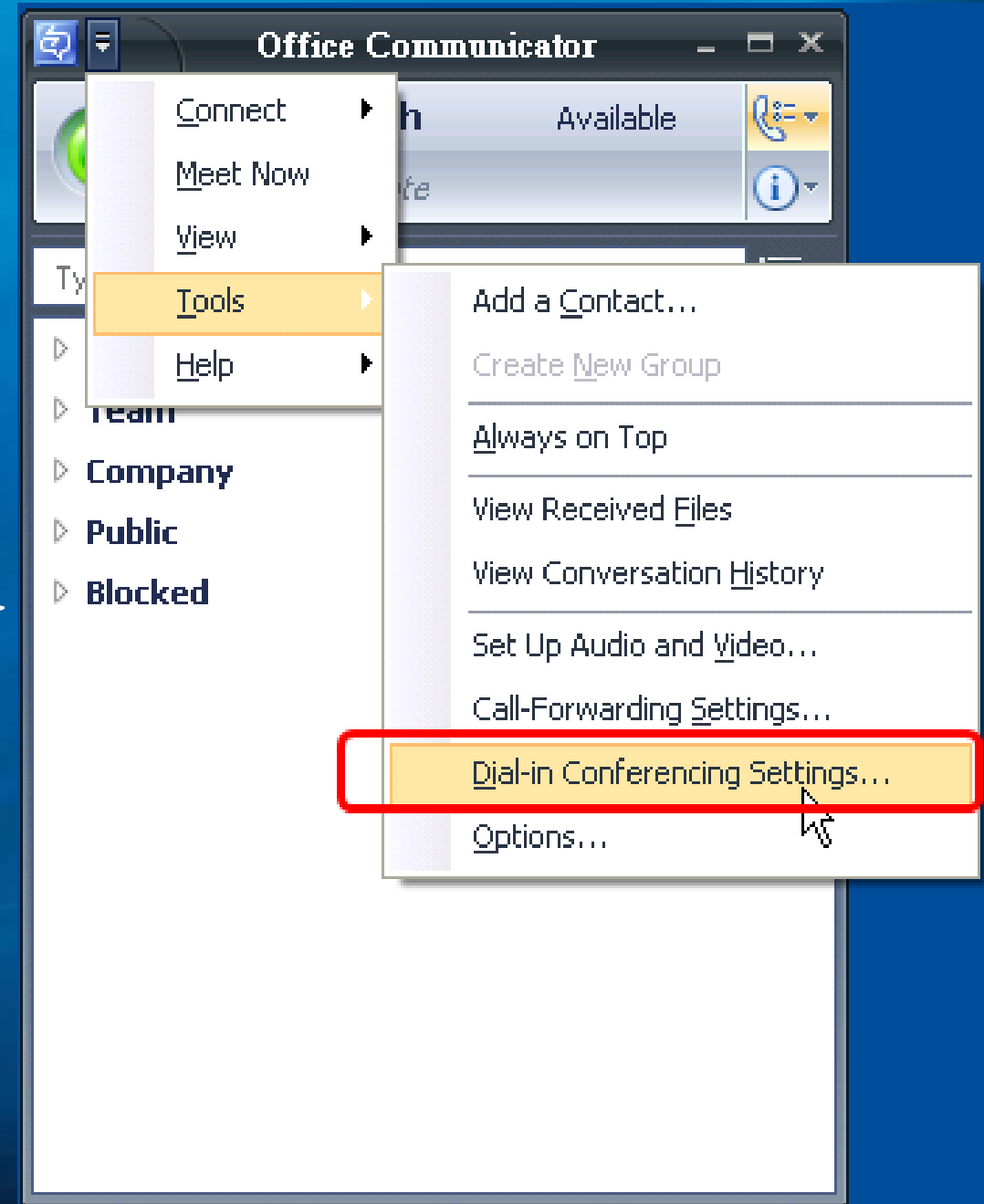
OK

Cancel

Help

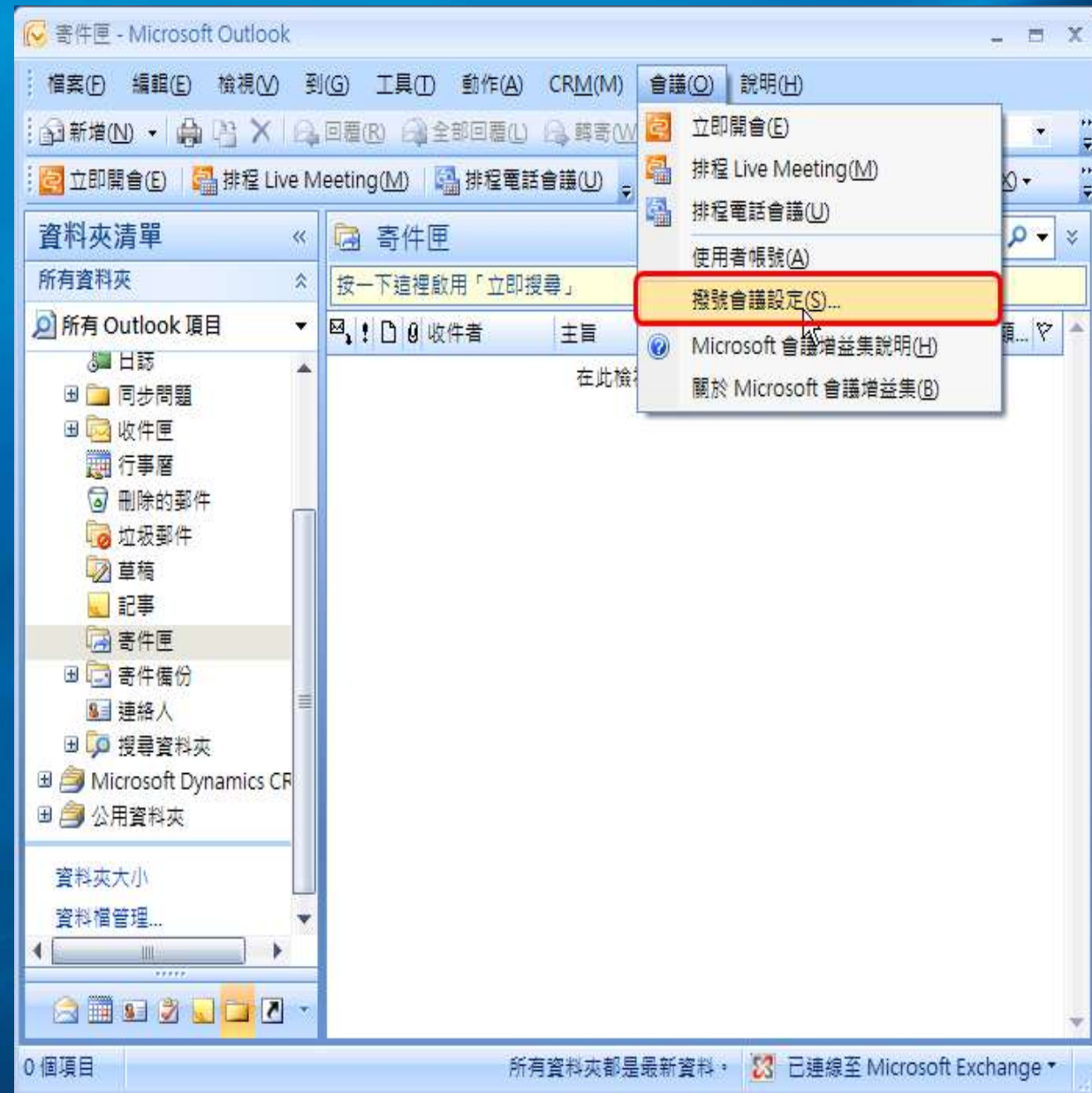
撥入型電話會議的PIN & 會議ID在OC上的設定

- **Dial-in Conferencing的設定**
 - 個人PIN碼的指定
 - 個人會議ID的密碼的重設
- 進行此項設定會直接呼叫CWA頁面進行相關的設定



撥入型電話會議PIN和會議 ID在Outlook上的設定

- Outlook Add-in的撥號會議設定
 - 個人PIN碼的設定
 - 個人會議ID和密碼重設
- 選擇撥號會議設定
 - 直接呼叫CWA進行設定



Dial-in Conferencing PIN碼和Conference ID的設定

The screenshot shows a web browser window titled "Dial-in Conferencing Settings - Windows Internet Explorer". The address bar shows a URL ending in "/dialin#". The page content includes a header "Dial-in Conferencing Settings powered by Communicator Web Access" and a user name "Frank Hsieh" with a "Sign Out" link. The main content is divided into two sections: "Personal Identification Number (PIN)" and "Assigned Conference Information".

Dial-in Conferencing Settings
powered by Communicator Web Access

Frank Hsieh [Sign Out](#)

Personal Identification Number (PIN)
Use your PIN when dialing in to conferences and meetings on your company network.

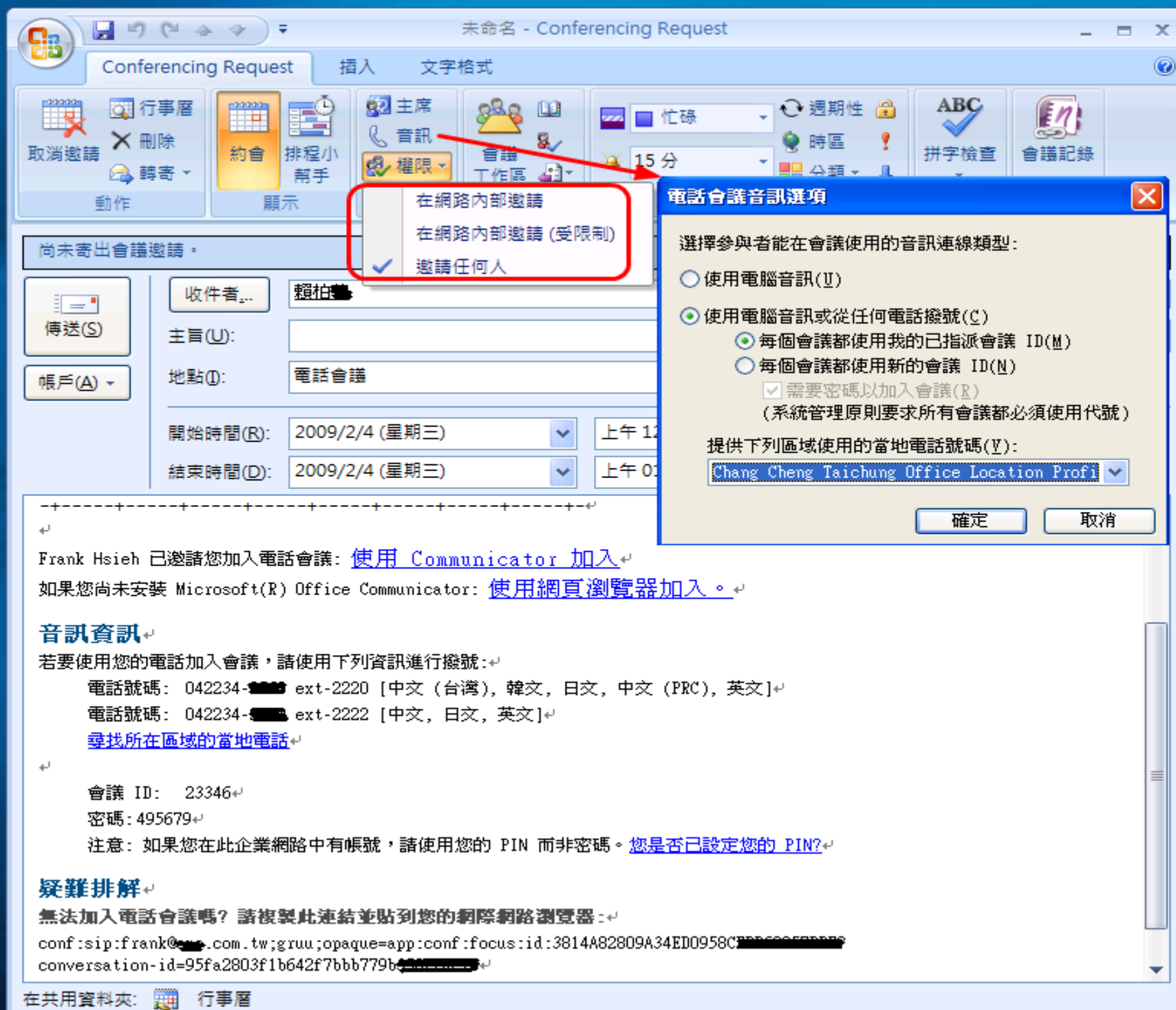
PIN Expiration: 14 days
Phone Number: +2001
[Change PIN](#)

Assigned Conference Information
Give your assigned Conference ID, passcode and the dial-in phone numbers to people you want to invite to your conference. When participants join the conference or meeting from their phone, they will be prompted to enter the following information.

Conference ID 23346
Passcode: 495679
[Reset my assigned conference information](#)

Note: People with an account on your corporate network should use their PIN, and people outside of your network should use the passcode to enter the conference.

使用Outlook邀請撥入型電話會議



The screenshot shows the 'Conferencing Request' dialog box in Microsoft Outlook. The 'Permissions' dropdown menu is open, showing three options: '在網路內部邀請' (Invite within the network), '在網路內部邀請 (受限制)' (Invite within the network (restricted)), and '邀請任何人' (Invite anyone), with the last option selected. A red arrow points to this menu. Overlaid on the right is the '電話會議音訊選項' (Phone Conferencing Options) dialog box, which allows users to choose between using computer audio or a phone number, and to specify a location profile for local phone numbers.

未命名 - Conferencing Request

Conferencing Request 插入 文字格式

取消邀請 刪除 轉寄 動作

約會 排程小幫手 顯示

主席 音訊 權限 會議 工作區 忙碌 週期性 時區 分類 拼字檢查 會議記錄

15 分

尚未寄出會議邀請。

傳送(S) 帳戶(A)

收件者... 賴柏...

主旨(U):

地點(D): 電話會議

開始時間(R): 2009/2/4 (星期三) 上午 12

結束時間(D): 2009/2/4 (星期三) 上午 01

在網路內部邀請
在網路內部邀請 (受限制)
✓ 邀請任何人

電話會議音訊選項

選擇參與者能在會議使用的音訊連線類型:

☐ 使用電腦音訊(U)

☒ 使用電腦音訊或從任何電話撥號(C)

☒ 每個會議都使用我的已指派會議 ID(M)

☐ 每個會議都使用新的會議 ID(N)

☒ 需要密碼以加入會議(R)
(系統管理原則要求所有會議都必須使用代號)

提供下列區域使用的當地電話號碼(V):
Chang Cheng Taichung Office Location Profi

確定 取消

Frank Hsieh 已邀請您加入電話會議: [使用 Communicator 加入](#)

如果您尚未安裝 Microsoft(R) Office Communicator: [使用網頁瀏覽器加入](#)

音訊資訊

若要使用您的電話加入會議, 請使用下列資訊進行撥號:

電話號碼: 042234- ext-2220 [中文 (台灣), 韓文, 日文, 中文 (PRC), 英文]

電話號碼: 042234- ext-2222 [中文, 日文, 英文]

[尋找所在區域的當地電話](#)

會議 ID: 23346

密碼: 495679

注意: 如果您在此企業網路中有帳號, 請使用您的 PIN 而非密碼。 [您是否已設定您的 PIN?](#)

疑難排解

無法加入電話會議嗎? 請複製此連結並貼到您的網際網路瀏覽器:

conf:sip:frank@.com.tw;gruu;opaque=app:conf:focus:id:3814A82809A34ED0958C

conversation-id=95fa2803f1b642f7bbb779b

在共用資料夾: 行事曆

應用情境

Dail-in Conferencing

- 情境：

- 台灣某大企業研發部想要電話討論一件正在開發中的產品問題，將邀請公司的開發部的設計工程師與會，也將邀請配合廠商參加，在會議過程中會臨時Call out

- 解決方案：

- 使用Outlook進行電話會議邀約
- 廠商可以依邀約單上的電話號碼、會議ID及Pass code加入電話會議
- 公司的同仁可以直接在會議邀約單中直接點選會議
- 會議進行中，主持人可以臨時Call out公司同仁或廠商、客戶，一起加入會議
- 公司同仁若沒有電腦，也可以直接使用公司的傳統電話分機或手機加入會議(使用個人PIN碼)

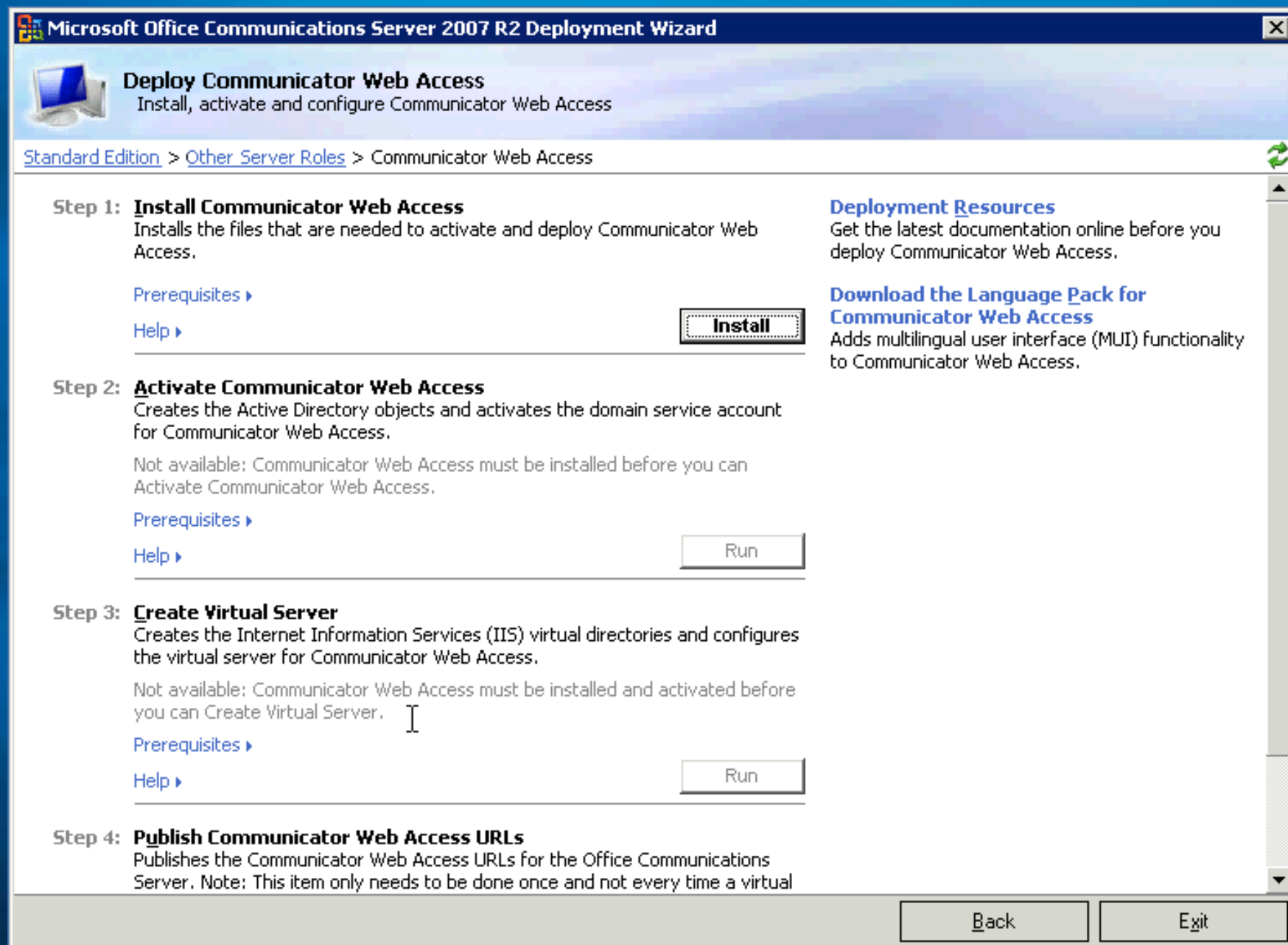
講座大綱

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- 問題與討論

CWA的部署程序

- 安裝CWA 伺服器
- 申請憑證
- 匯入憑證
- 建立CWA的Virtual Server
- 發佈CWA URL
- 設定DNS記錄
 - 一筆cwa的A記錄
 - 一筆CNAME as.cwa-FQDN
 - 一筆CNAME download.cwa-FQDN

安裝CWA(1)



Activate Communicator Web Access(1)

Microsoft Office Communications Server 2007 R2 Deployment Wizard

Deploy Communicator Web Access
Install, activate and configure Communicator Web Access

[Standard Edition](#) > [Other Server Roles](#) > Communicator Web Access

Step 1: Install Communicator Web Access
Installs the files that are needed to activate and deploy Communicator Web Access.

[Prerequisites >](#) [Help >](#) ✓ Complete

Deployment Resources
Get the latest documentation online before you deploy Communicator Web Access.

Download the Language Pack for Communicator Web Access
Adds multilingual user interface (MUI) functionality to Communicator Web Access.

Step 2: Activate Communicator Web Access
Creates the Active Directory objects and activates the domain service account for Communicator Web Access.

[Prerequisites >](#) [Help >](#)

Step 3: Create Virtual Server
Creates the Internet Information Services (IIS) virtual directories and configures the virtual server for Communicator Web Access.

Not available: Communicator Web Access must be installed and activated before you can Create Virtual Server.

[Prerequisites >](#) [Help >](#)

Step 4: Publish Communicator Web Access URLs
Publishes the Communicator Web Access URLs for the Office Communications Server. Note: This item only needs to be done once and not every time a virtual server is created.

Activate Communicator Web Access(2)

Microsoft Office Communications Server 2007 R2 Deployment Wizard

Deploy Communicator Web Access
Install, activate and configure Communicator Web Access

Standard Edition >

Step 1: Install
Installs
Access
[Prereq](#)
[Help >](#)

Step 2: Activate
Create
for Cor
[Prereq](#)
[Help >](#)

Step 3: Create
Create
the virt
Not av
you ca
[Prereq](#)
[Help >](#)

Step 4: Publish
Publish
Server. Note: This item only needs to be done once and not every time a virtual
server is created.

Office Communications Server 2007 R2, Communicator Web Access Activation Wizard

Select Domain Service Account

Specify the domain service account that will be used to run the Communicator Web Access service on this server.

☒ Create an account ☐ Use an existing account

Service Account

Account name: CWAService

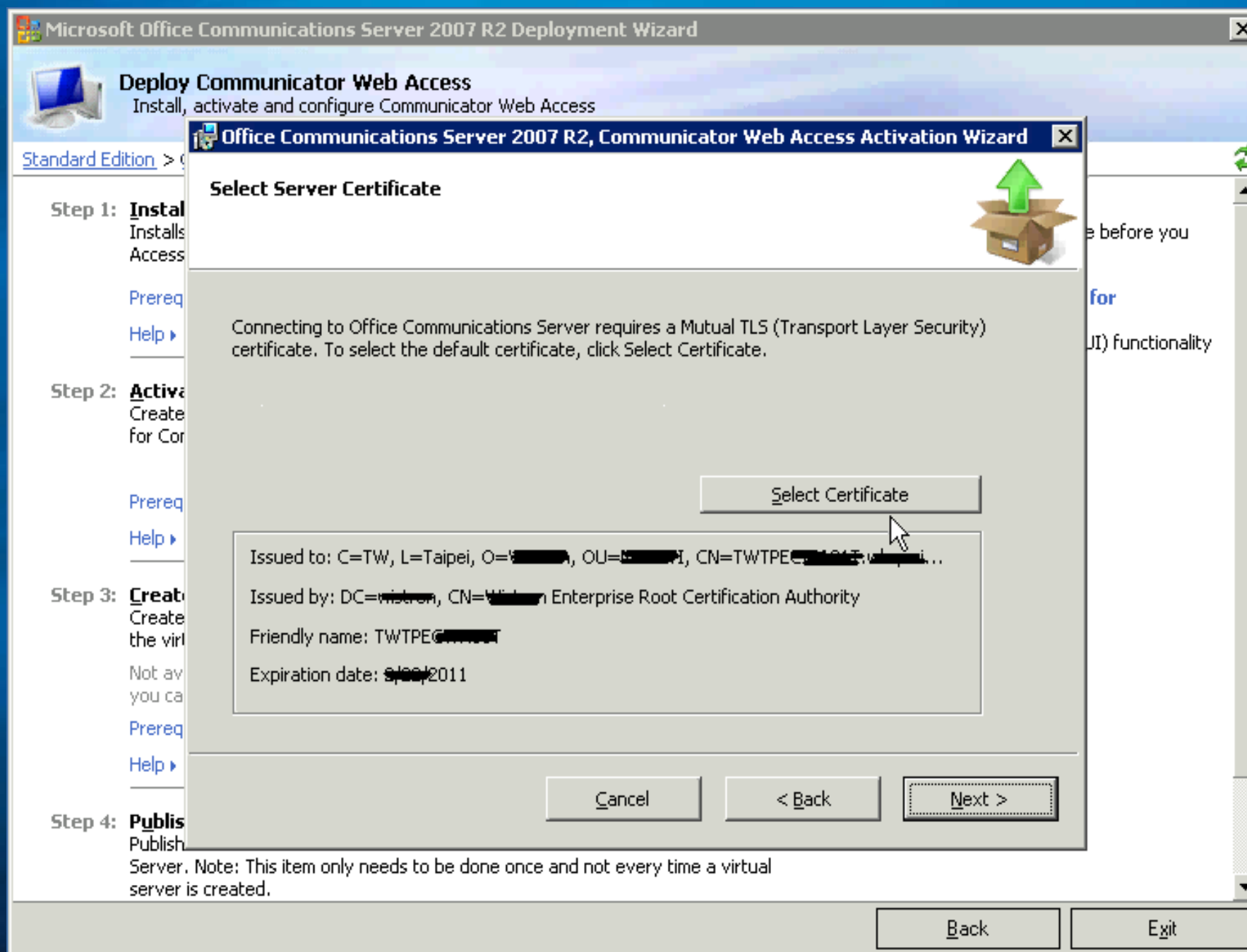
Password: *****

Confirm password: *****

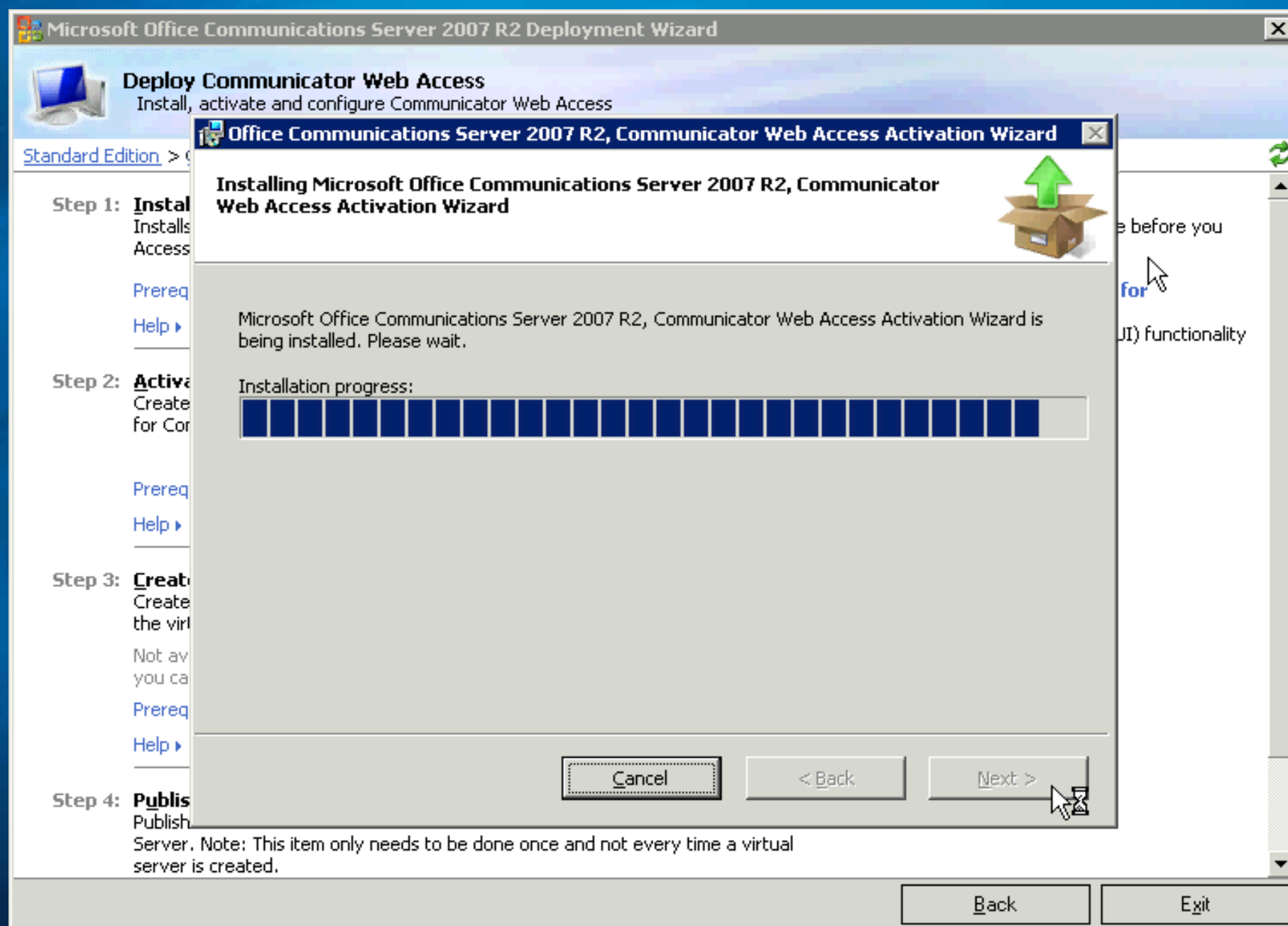
[Cancel](#) [< Back](#) [Next >](#)

[Back](#) [Exit](#)

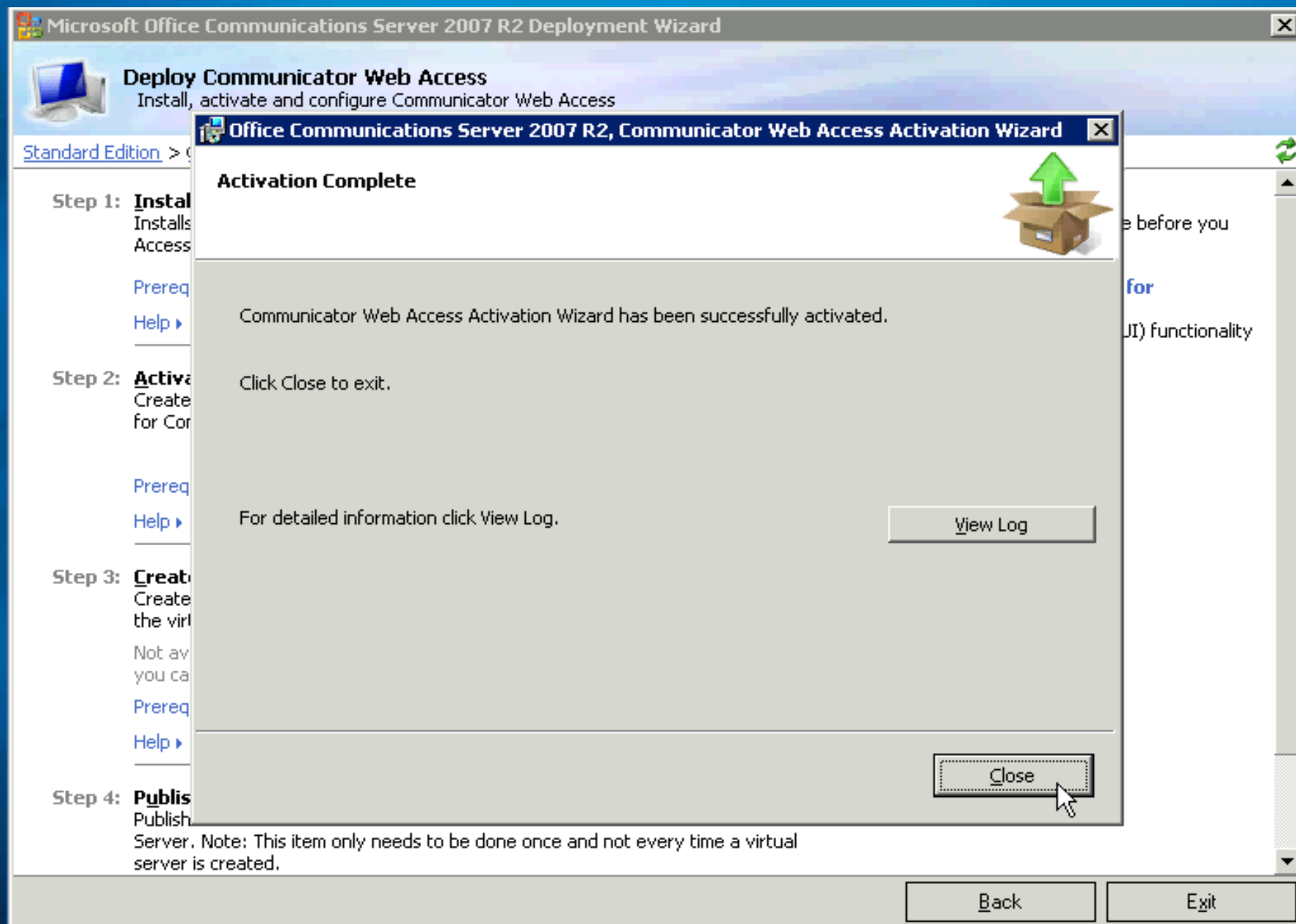
Activate Communicator Web Access(3)




Activate Communicator Web Access(4)




Activate Communicator Web Access(5)



Create Virtual Server(1)

 **Microsoft Office Communications Server 2007 R2 Deployment Wizard**

 **Deploy Communicator Web Access**
Install, activate and configure Communicator Web Access

[Standard Edition](#) > [Other Server Roles](#) > Communicator Web Access

Step 1: Install Communicator Web Access
Installs the files that are needed to activate and deploy Communicator Web Access.

[Prerequisites](#) ▶ [Help](#) ▶ ✓ Complete

Step 2: Activate Communicator Web Access
Creates the Active Directory objects and activates the domain service account for Communicator Web Access.

[Prerequisites](#) ▶ [Help](#) ▶ ✓ Complete

Step 3: Create Virtual Server
Creates the Internet Information Services (IIS) virtual directories and configures the virtual server for Communicator Web Access.

[Prerequisites](#) ▶ [Help](#) ▶

Step 4: Publish Communicator Web Access URLs
Publishes the Communicator Web Access URLs for the Office Communications Server. Note: This item only needs to be done once and not every time a virtual server is created.

Not available: A Communicator Web Access virtual server has been created.

Deployment Resources
Get the latest documentation online before you deploy Communicator Web Access.

Download the Language Pack for Communicator Web Access
Adds multilingual user interface (MUI) functionality to Communicator Web Access.

Create Virtual Server(2)

Microsoft Office Communications Server 2007 R2 Deployment Wizard

Deploy Communicator Web Access
Install, activate and configure Communicator Web Access

Standard Edition >

Step 1: Install
Installs
Access

Prereq
Help >

Step 2: Activate
Create
for Cor

Prereq
Help >

Step 3: Create
Create
the virt

Prereq
Help >

Step 4: Publish
Publish
Server
server is created.

Not available: A Communicator Web Access virtual server has been created.

Select Virtual Server Type

Select a virtual server type. The server type determines which users can access this virtual server. To create additional virtual servers for other categories of users, run this wizard again.

☒ Internal
This type is accessible by users who are within your corporate network.

☐ External
This type is accessible by users who are outside your corporate network (such as kiosk users or business travelers).

Cancel < Back Next >

Back Exit

Create Virtual Server(3)

Microsoft Office Communications Server 2007 R2 Deployment Wizard

Deploy Communicator Web Access
Install, activate and configure Communicator Web Access

Standard Edition >

Step 1: Install
Installs
Access

Prereq
Help >

Step 2: Activate
Create
for Cor

Prereq
Help >

Step 3: Create
Create
the virt

Prereq
Help >

Step 4: Publish
Publish
Server
server is created.

Not available: A Communicator Web Access virtual server has been created

Office Communications Server 2007 R2, Communicator Web Access Create Virtual Ser...

Select Authentication Type

Users can be authenticated using the built-in Windows and Forms-based authentication, or a custom authentication solution such as single sign-on.

☒ Use Built-in Authentication
Communicator Web Access supports Windows and Forms-based authentication.

☐ Use Custom Authentication
Communicator Web Access supports authentication mechanisms from other vendors, including two-factor authentication and single sign-on solutions.

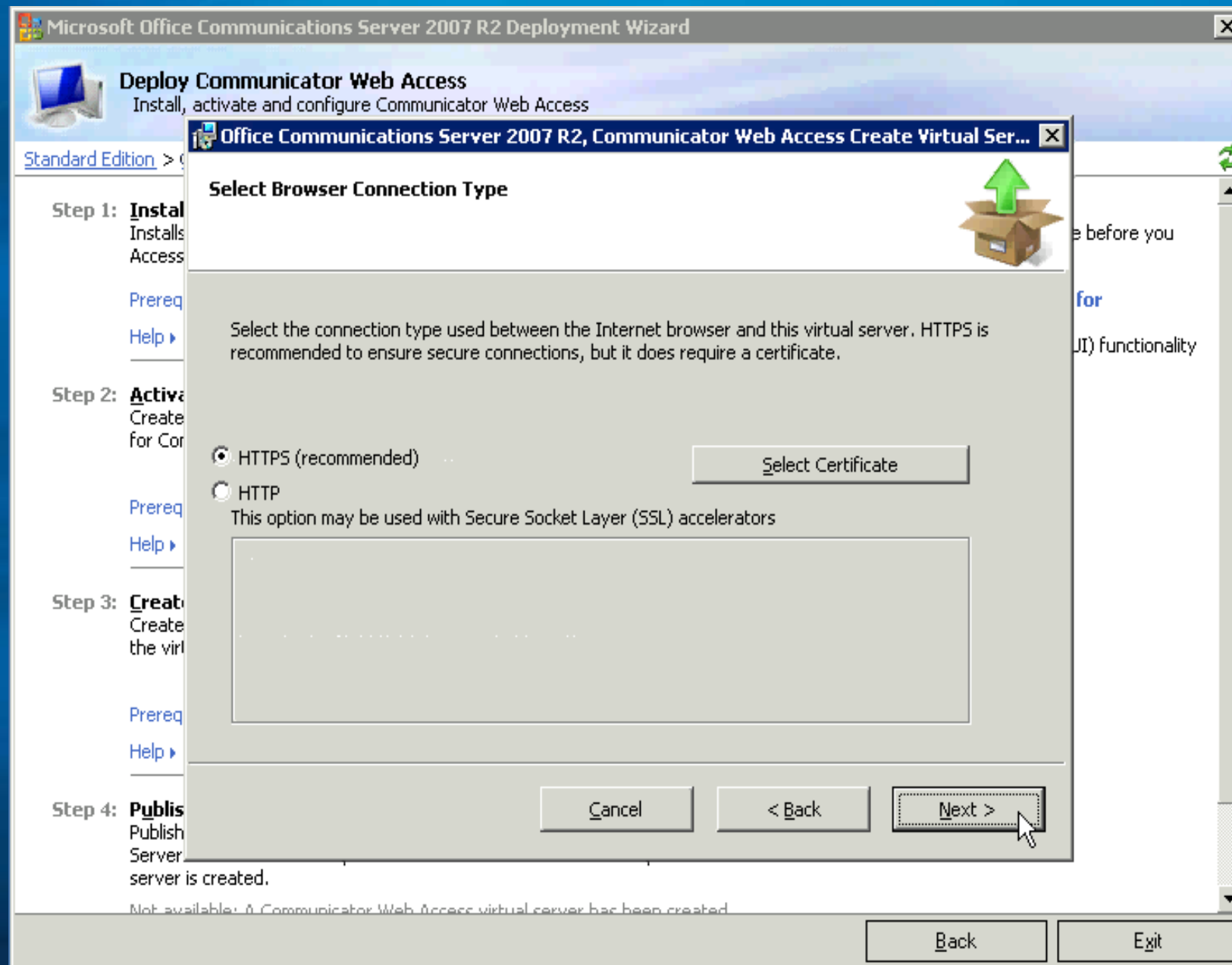
Sign-out URL (Optional)

Note: If your solution requires files on the Communicator Web Access Server, you must set your directory to allow anonymous access.

Cancel < Back Next >

Back Exit

Create Virtual Server(4)



Create Virtual Server(5)

Microsoft Office Communications Server 2007 R2 Deployment Wizard

Deploy Communicator Web Access
Install, activate and configure Communicator Web Access

Standard Edition >

Step 1: Install
Installs
Access

Prereq
Help >

Step 2: Activate
Create
for Cor

Prereq
Help >

Step 3: Create
Create
the virt

Prereq
Help >

Step 4: Publish
Publish
Server
server is created.

Not available: A Communicator Web Access virtual server has been created.

Office Communications Server 2007 R2, Communicator Web Access Create Virtual Ser...

Select IP Address and Port

Select the IP address and specify the port for this Communicator Web Access virtual server.

10.10.2.10

Port (Default: 443) 443

Cancel < Back Next >

Back Exit

Create Virtual Server(6)

Microsoft Office Communications Server 2007 R2 Deployment Wizard

Deploy Communicator Web Access
Install, activate and configure Communicator Web Access

Standard Edition >

Step 1: Install
Installs
Access

Prereq
Help >

Step 2: Activate
Create
for Cor

Prereq
Help >

Step 3: Create
Create
the virt

Prereq
Help >

Step 4: Publish
Publish
Server
server is created.

Not available: A Communicator Web Access virtual server has been created.

Specify a Listening Port

Specify the port that the Communicator Web Access server uses to listen to Office Communications Server traffic. Note: Don't enter a port used by other applications.


Listening port:

Cancel < Back Next > Back Exit

Create Virtual Server(7)

Office Communications Server 2007 R2, Communicator Web Access Create Virtu...

Select a Pool and Port



Select the next hop pool (FQDN) and specify the port that will be used for anonymous Communicator Web Access users.

TWTE [redacted]

Port: 5061

Cancel < Back Next >

is created.

Available: 0 Communicator Web Access virtual server has been created.

Back Exit

Publish Communicator Web Access URLs(1)

Microsoft Office Communications Server 2007 R2 Deployment Wizard

Deploy Communicator Web Access
Install, activate and configure Communicator Web Access

[Standard Edition](#) > [Other Server Roles](#) > Communicator Web Access

[Prerequisites](#) ▶ ✓ Complete

[Help](#) ▶

Step 2: Activate Communicator Web Access
Creates the Active Directory objects and activates the domain service account for Communicator Web Access.

[Prerequisites](#) ▶ ✓ Complete

[Help](#) ▶

Step 3: Create Virtual Server
Creates the Internet Information Services (IIS) virtual directories and configures the virtual server for Communicator Web Access.

[Prerequisites](#) ▶ ✓ Complete

[Help](#) ▶

Step 4: Publish Communicator Web Access URLs
Publishes the Communicator Web Access URLs for the Office Communications Server. Note: This item only needs to be done once and not every time a virtual server is created.

[Prerequisites](#) ▶

Publish Communicator Web Access URLs(2)

The screenshot shows the 'Microsoft Office Communications Server 2007 R2 Deployment Wizard' window. The main title bar reads 'Microsoft Office Communications Server 2007 R2 Deployment Wizard'. Below the title bar, the wizard is titled 'Deploy Communicator Web Access' with the subtitle 'Install, activate and configure Communicator Web Access'. The left sidebar shows the progress of the wizard with four steps: 'Step 1: Prerequisites', 'Step 2: Activate', 'Step 3: Create', and 'Step 4: Publish'. 'Step 4: Publish' is currently selected, indicating the current step in the process. The main content area of the wizard is titled 'Publish Web Addresses'. It contains the following text: 'Type the Communicator Web Access URLs for users inside and outside of your organization.' followed by a note: 'Note: You need to create a virtual server prior to publishing your web addresses.' Below this, there are two input fields. The first is labeled 'Internal web address (URL):' and has an example: 'Example: https://im.contoso.com'. The second is labeled 'External web address (URL):' and also has an example: 'Example: https://im.contoso.com'. At the bottom of the main content area, there are two buttons: 'Publish' and 'Cancel'. At the very bottom of the wizard window, there is a 'Run' button and a status indicator showing 'In progress' with four green dots. At the bottom right of the window, there are 'Back' and 'Exit' buttons.

Microsoft Office Communications Server 2007 R2 Deployment Wizard

Deploy Communicator Web Access
Install, activate and configure Communicator Web Access

Standard Edition > Office Communications Server 2007 R2

Step 4: Publish
Publishes the Communicator Web Access Server. No server is required.

Publish Web Addresses

Type the Communicator Web Access URLs for users inside and outside of your organization.

Note: You need to create a virtual server prior to publishing your web addresses.

Internal web address (URL):

Example: https://im.contoso.com

External web address (URL):

Example: https://im.contoso.com

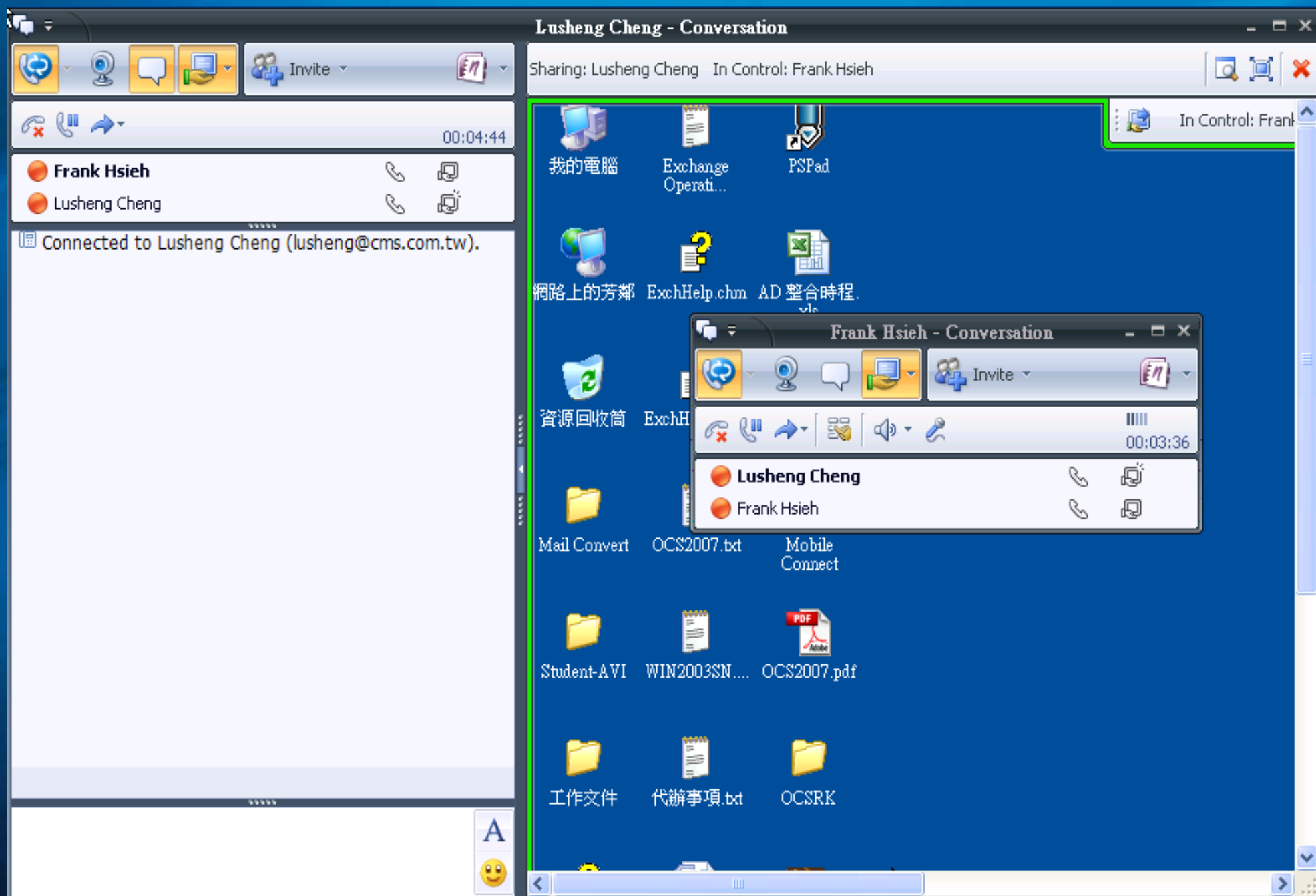
... In progress

講座大綱

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 - 如何在OCS R2的伺服器上建立虛擬的撥入式電話會議室
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- 問題與討論

遠端桌面分享

使用OC 進行Share Desktop



應用情境

Share Desktop

- 情境：

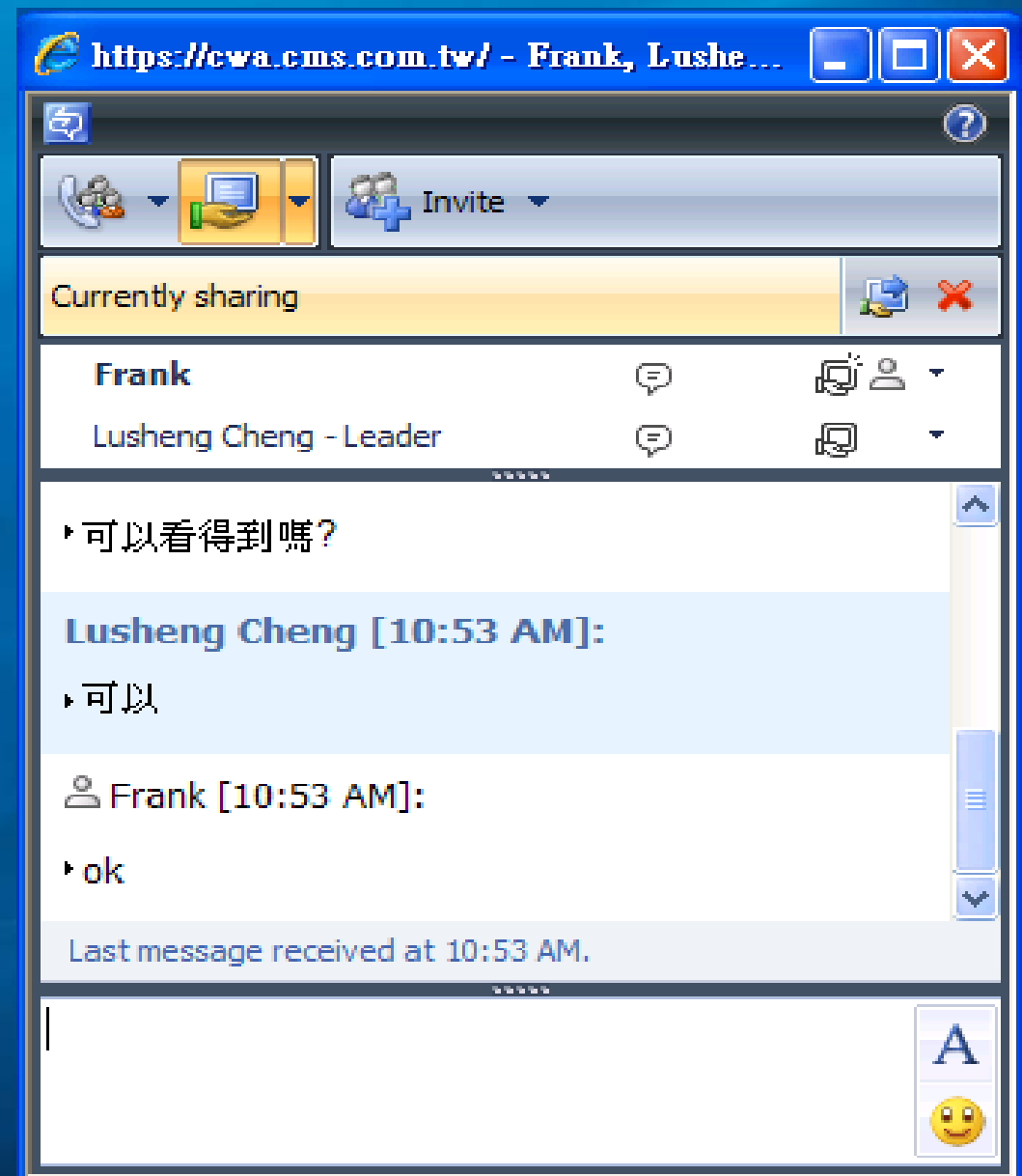
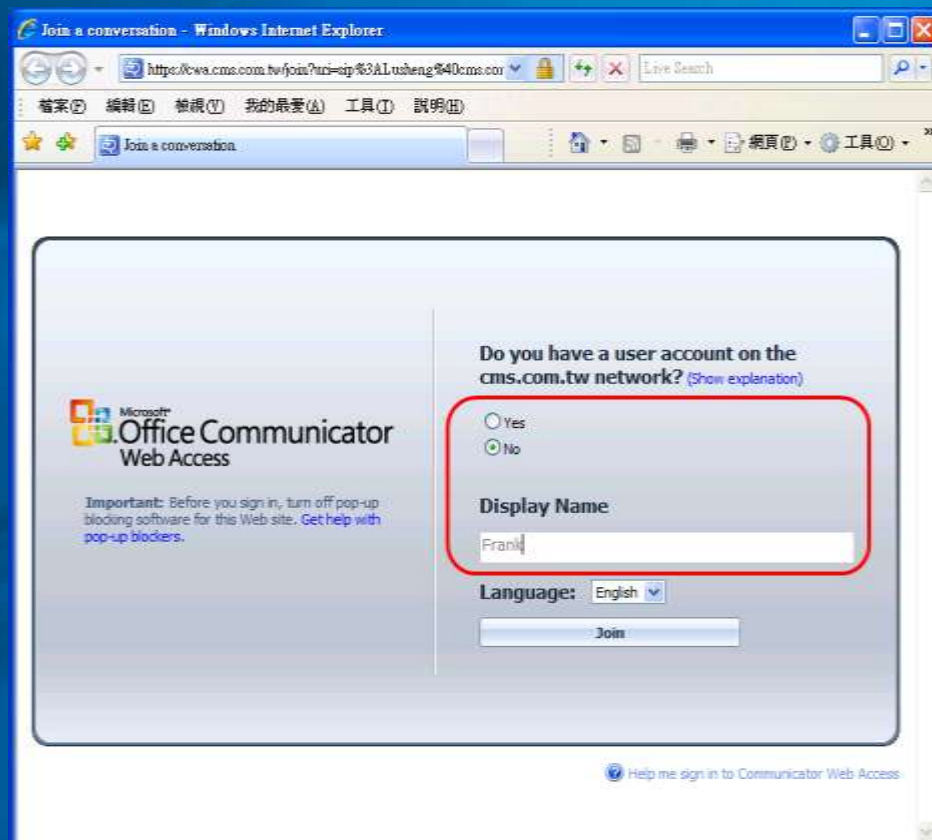
- 公司的客服經常要處理許多的使用者電腦操作的問題，使用者遍佈在世界各地

- 解決方案：

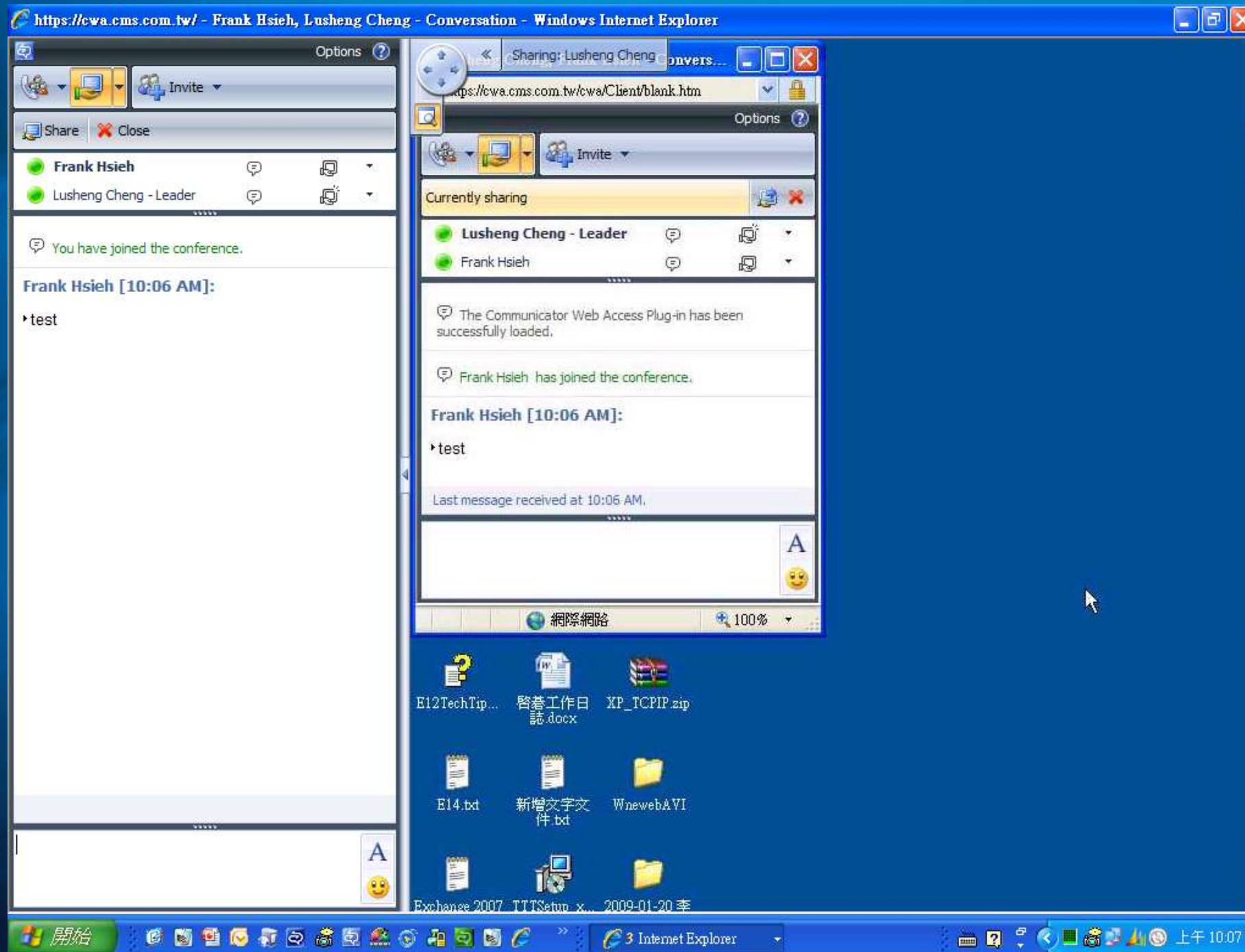
- 直接使用OC上的Share Desktop功能，遠端操作對方的電腦，雙可以直接看到畫面互相討論與教學
- 能夠直接利用OC的VoIP對談，可以節省電話費用
- Share Desktop操作方便，畫面rendering效率高

CWA (Comunicaton Web Access)

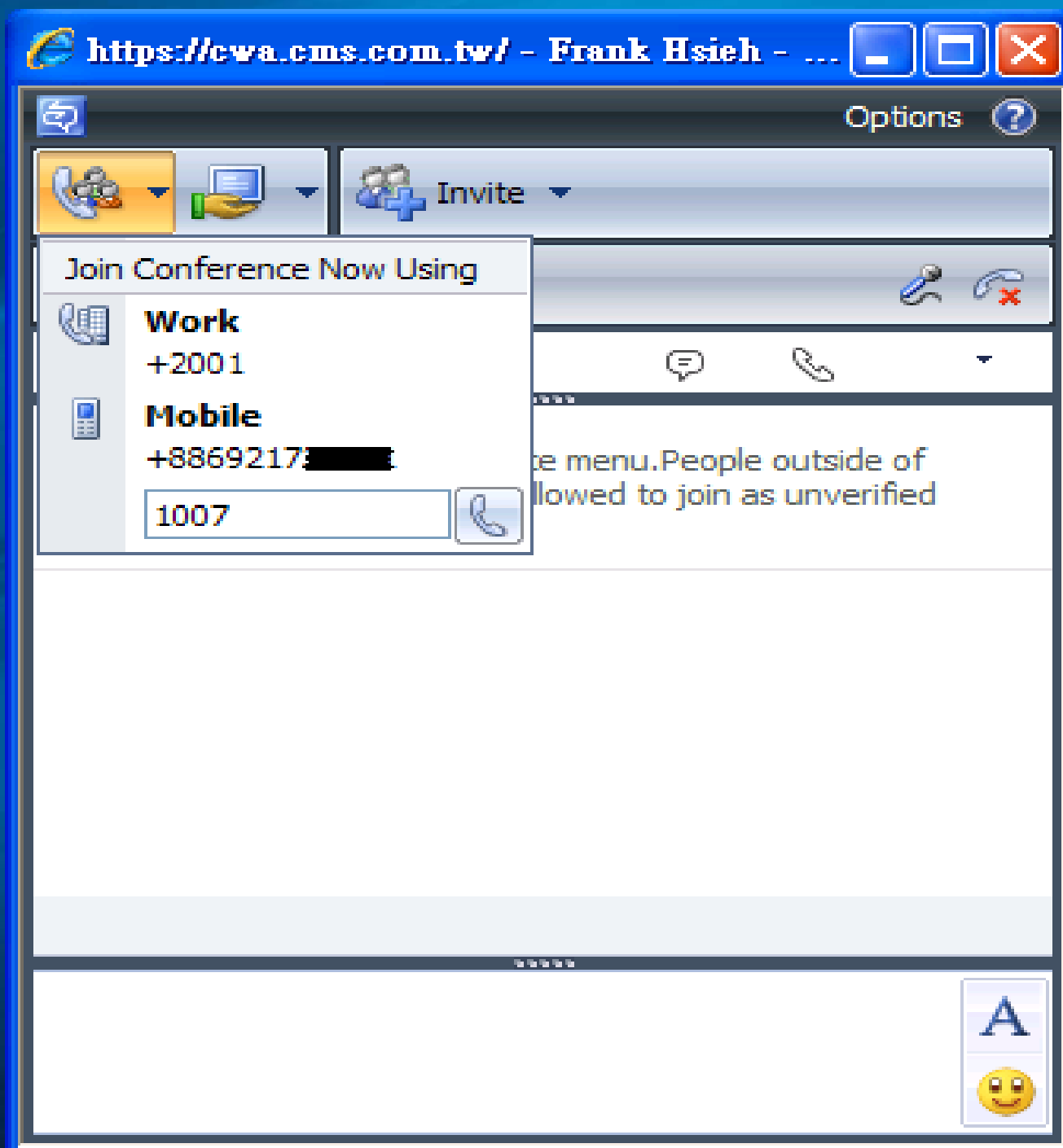
可邀請非公司的員工，進行遠端桌面分享



Communicator Web Access Share Desktop



使用CWA設定電話會議的電話號碼



應用情境

Share Desktop

- 情境一：

- 電腦沒有安裝OC及Live meeting，要處理遠端的客戶問題

- 情境二：

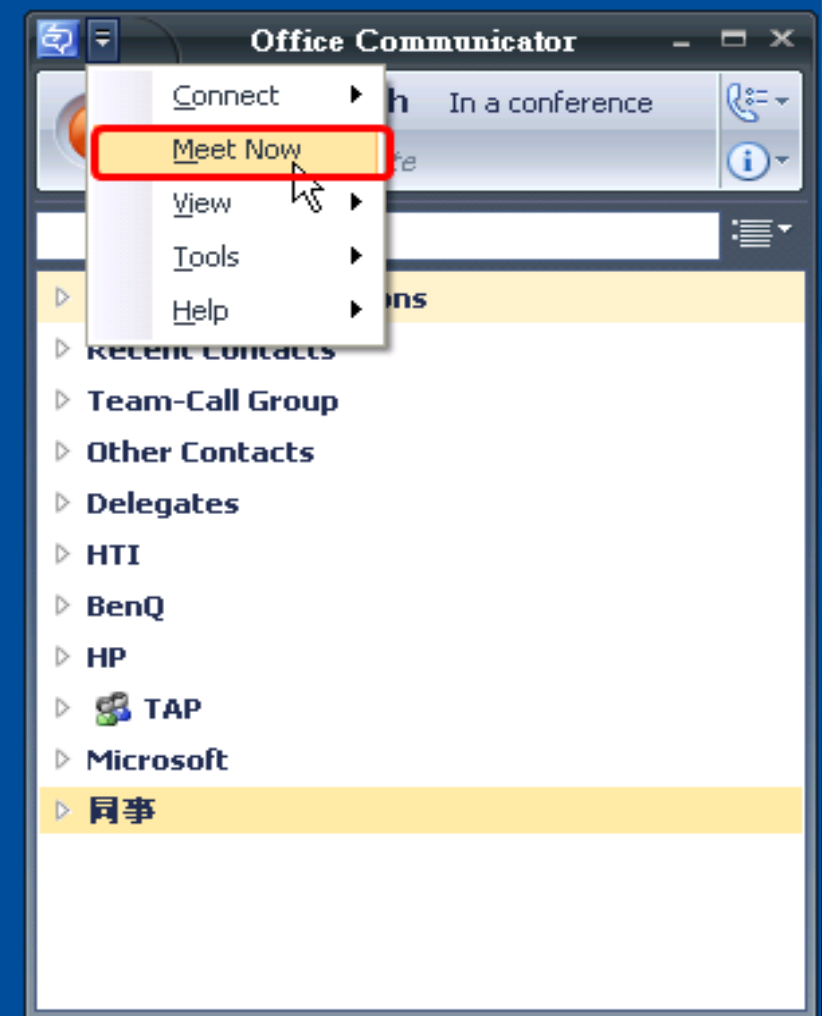
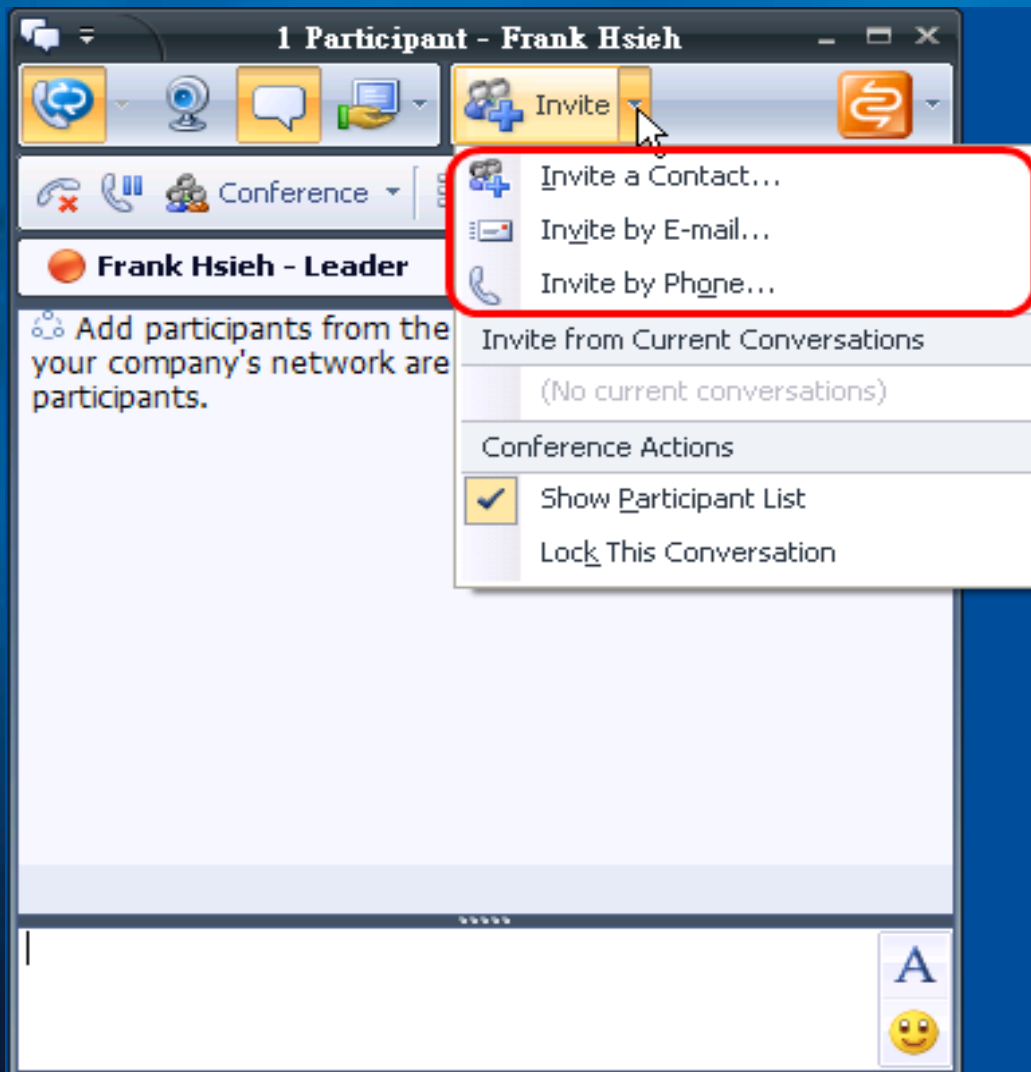
- 使用Meet now邀請客戶進行會議討論，但對方沒有安裝Live meeting

- 解決方案：

- 使用CWA的Share Desktop (匿名邀請的方式)，進行遠端雙向溝通及操作
- 可以使用Join Conference的功能進行通話
- CWA 的Share Desktop是一個極具彈性又效率高的遠端協助軟體

即時會議

- 會議的邀請方式
 - 連絡人
 - E-mail (包含CWA及OC)
 - 直接電話撥打出去



Q&A

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